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| <b>Search Notes</b><br><br> | <b>Application/Control No.</b><br><br>10828397 | <b>Applicant(s)/Patent Under Reexamination</b><br><br>BURG, FREDERICK MURRAY |
|  | <b>Examiner</b><br><br>SIMON SING              | <b>Art Unit</b><br><br>2614  |

| SEARCHED |                 |            |          |
|----------|-----------------|------------|----------|
| Class    | Subclass        | Date       | Examiner |
| 709      | 206,207         | 10-9-09    | LH       |
| 379      | 70,88.23,207.08 | 10-9-09    | LH       |
| 379      | 202.01-205.01   | 03-03-2010 | SS       |

| SEARCH NOTES   |            |          |
|--|------------|----------|
| Search Notes   | Date       | Examiner |
| Updated East search: Keywords: Instant messaging; call/service/customer center; future callback; prior art from application: 10/410451 (see prior art) | 10-9-09    | LH       |
| EAST   | 03-03-2010 | SS       |

| INTERFERENCE SEARCH |          |      |          |
|---------------------|----------|------|----------|
| Class               | Subclass | Date | Examiner |
|                     |          |      |          |

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| /LISA HASHEM/<br>Examiner.Art Unit 2614 |  |
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